

**Office of the Attorney General**  
**CHILD SUPPORT ENFORCEMENT DIVISION**



**COMPLAINT PROCEDURES**

**MEETING YOUR NEEDS**

**PLEASE KEEP THIS DOCUMENT FOR YOUR RECORDS**

The Child Support Enforcement Division of the District of Columbia of the Office of the Attorney General Counsel ("CSED") recognizes each customer's right to prompt, accurate, and courteous assistance. We are committed to providing the highest level of service to our customers, particularly the parents and children of the District of Columbia. This brochure is provided to help you understand CSED's administrative complaint process.

**CSED's Customer Service Unit**

CSED has a Customer Service Unit that can help you resolve questions or concerns you may have about your child support case. This Unit receives phone inquiries at (202) 442-9900. If a Customer Service representative cannot answer your question or address your concern immediately, the Unit will refer your case to a specialist for further research and follow-up. We will keep you informed about the status of the case and provide you with a written resolution.

**Administrative Complaint Process**

If the Customer Service Unit has been unable to assist you, or if you believe the action CSED has taken is incomplete or incorrect, you may file a complaint with CSED and request an administrative review of your case. CSED'S Customer Service Unit will send you a complaint form if you request it by phone at (202) 442-9900, or you can pick it up at our office. You must use this form to file your complaint, and you should attach copies of any documents that might assist us in reviewing your case. Please send copies of these documents only. Do not send the originals. Send or drop off the complaint form and documents to the Problem Resolution Coordinator, Child Support Enforcement Division, D.C. Office of the Attorney General, 441 4<sup>th</sup> Street, N.W., Suite 550N, Washington, D.C. 20001.

**What kinds of supporting documents should I submit?**

Because every customer's complaint is different, the documents you need will depend on the nature of your complaint. You should submit anything you have in writing that shows the history of your case, the nature of the problem, and actions that you, the other parent, or CSED have taken. Examples of supporting documents include:

- Support orders or other court orders
- Identification (driver's license, passport)

- Birth certificates for children
- Social security cards
- Pay stubs for the last three pay periods
- Cancelled support payment checks
- Family Violence Affidavit
- Payment histories
- Correspondence
- Medical insurance card
- Acknowledgement of paternity
- Employment and address information for the other parent
- Other relevant documents

### **Who will handle my complaint?**

CSED's Problem Resolution Team will handle your complaint. This team is composed of members of CSED's operational units, the Audit and Program Management Unit and the Legal Enforcement Section. Problem Resolution Team members are chosen because they have expertise in the subject matter of your complaint.

### **What happens after I submit my complaint?**

After CSED receives your complaint, we forward it to the Problem Resolution Team for review. The Team will send you an acknowledgment letter, conduct an investigation, and send you a response in 60 days. The investigation may include discussing the case further with you, researching our records, talking to other CSED workers, or contacting other agencies. Sometimes it takes longer than 60 days to resolve an issue. If this occurs, we will notify you by letter and advise you about when you can expect a response. When we have completed the investigation and taken appropriate action, we will notify you by mail.

### **How do I participate in the review?**

To make sure that we have all the information we need, CSED encourages you to participate in the review. To make this most convenient for you, you may participate by phone, in person, or by mail. During the review you will have an opportunity to discuss your complaint with members of the Problem Resolution Team, and provide any information you think is important that was not included in the documents you submitted with your complaint.

### **A Review by Telephone**

If you request a review by telephone, CSED will schedule the review and call you at the appointed time.

### **A Review in Person at CSED**

If you prefer to come to CSED for the review, we will schedule the appointment and meet with you in person to discuss your case. You may bring a lawyer, an advocate, or another person with you to the review to help you, but if you bring an attorney you must call the Problem Resolution Coordinator on (202) 724-2131 three business days in advance. You must also call the Problem Resolution Coordinator three business days in advance if you will need an interpreter or other special arrangements to participate in the review.

### **A Review by Mail**

If you request a review by mail, the Problem Resolution Team will consider the complaint form you completed, along with any supporting information or documents. If you do not select a method of review on your complaint form, the Team will conduct the review based on the complaint form and documents you submit.

### **How will I be notified of the review?**

CSED will mail you a "Notice of Review" scheduling the type of review you have requested and giving you the necessary information, including CSED contact information. If you have requested a review by mail and have not included the supporting documents, CSED will ask you to send this information by a certain date.

### **If you must reschedule the review:**

If you cannot make your review at the scheduled time, either by phone or in person, you must contact the Problem Resolution Coordinator at (202) 442-9900 or in writing at least 3 business days before the date of your review to reschedule. You may reschedule your review only one time.

**If you do not appear for the review:**

If you do not participate in the scheduled review (by phone, in person, or by mail), CSED will make an appropriate decision based on the documents you have sent.

**What records are kept?**

CSED will keep a record of your complaint, any documentation you submitted, CSED's correspondence and CSED's final decision.

**If you have any questions about CSED's administrative complaint process, please call our Customer Service Unit at (202) 442-9900.**

<p><b>Under the Americans with Disabilities Act (ADA) CSED must make reasonable accommodations to allow a person with a disability to take part in a program, service or activity, including making reasonable changes to an activity. If you believe that you will not be able to understand or take part in a program because of your disability, please let us know of your disability needs in advance, if at all possible.</b></p>
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